

EDITED KSAPC LISTING

CLASSIFICATION: **CASE RECORDS TECHNICIAN**

NOTE: *Each position within this classification may perform some or all of these KSAPCs.*

KSAPC Statements	
Knowledge of:	
K1.	Basic knowledge of modern office equipment (e.g., computer, copier, etc.) in order to perform assigned duties.
K2.	Comprehensive knowledge of grammar to accurately compose, proofread, and correct documents.
K3.	Comprehensive knowledge of spelling to accurately compose, proofread, and correct documents.
K4.	Comprehensive knowledge of punctuation to accurately compose, proofread, and correct documents.
K5.	Comprehensive knowledge of modern English usage to accurately compose, proofread, and correct documents.
K6.	Basic knowledge of arithmetic to complete basic addition, subtraction, multiplication, and division, and calculate percentages associated with assigned duties.

EDITED KSAPC LISTING

CLASSIFICATION: CASE RECORDS TECHNICIAN

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
Ability to:	
A1.	Interpret written data in order to perform assigned duties.
A2.	Interpret numerical data in order to perform assigned duties.
A3.	Accurately enter data into a computerized database to ensure precise record keeping and tracking.
A4.	Communicate effectively with others, using good judgment, to disseminate information, respond to inquiries, deal tactfully and professionally with staff, government agencies, public, and inmates/youthful offenders/parolees.
A5.	Perform basic addition, subtraction, multiplication, division, and percentage calculation to create statistics, reports and inventory.
A6.	Follow written and verbal instructions in order to complete assigned duties correctly within established timeframes.
A7.	Prioritize workload to effectively complete tasks in a timely manner.
A8.	Work as a team assisting staff in order to ensure efficient and effective operation of the office.
A9.	Properly manage time in order to meet established timeframes.

EDITED KSAPC LISTING

CLASSIFICATION: CASE RECORDS TECHNICIAN

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
<i>Skill to:</i>	
S1.	Operate office machines (e.g., scanners, printers, copiers, labelers, fax machine, telephone, etc.) in order to process documents/forms and disseminate information.
S2.	Use personal computer systems in order to enter data, retrieve information, and prepare reports and correspondence.
S3.	Type a minimum of 40 words per minute in order to process documents/forms and enter data in a timely manner.
S4.	Lift up to 40 pounds in order to move or retrieve files.
S5.	Reach for files in high locations in order to move or retrieve files.
S6.	Bend for files in low locations in order to move or retrieve files.
S7.	Pull files from a variety of locations in order to move or retrieve files.

EDITED KSAPC LISTING

CLASSIFICATION: CASE RECORDS TECHNICIAN

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
<i>Personal Characteristics:</i>	
PC1.	Willingness to work in a variety of correctional or parole settings.
PC2.	Capacity for assuming progressively greater responsibility.
PC3.	Tact (e.g., office/telephone etiquette, professional courtesy, etc.).
PC4.	Willingness to read or view potentially graphic or discomfoting information.
PC5.	Willingness to work long and unusual hours based on operational needs.
PC6.	Organized.
PC7.	Punctual.
PC8.	Dependable.